



Development Officer, Monthly Giving

Do you love animals as much as we do? Join us and you can make a difference every day!

Toronto Humane Society finds new homes for thousands of animals and helps keep families together. However, Toronto Humane Society is more than an animal shelter. We are an educational resource and support system, a leading voice in animal welfare and accessible care. Toronto Humane Society is a center of excellence, a space where best practices and boundary-pushing knowledge exchange meet with unyielding optimism and a love for animals to create something special. Toronto Humane Society is like no other.

Working at Toronto Humane Society:

At Toronto Humane Society, we are drawn together by our **purpose**. The power of the Human-Animal Bond, it's a bond like no other, and it's the reason we get up in the morning. If you love animals as much as we do, you understand why we work so hard to provide the best life possible for the animals in our care and the people who bond with them. It's our expertise at every step of the journey, combined with the love and support provided by people in our community that complete the circle.

At Toronto Humane Society we recognize that the field of animal welfare and the challenges it presents are ever changing. Because of this, we encourage and support our staff, volunteers, foster parents and other stakeholders to continue their **learning** journey. We believe that a commitment to learning and growing daily is the only way we will ever achieve our mission, not just as an organization, but also as individuals. In order to learn, we must be comfortable in the unknown, be able to take measured risks, and when we fail – be ready to accept it as an opportunity for growth. We want our people to continually develop and expand, finding creative ways to increase both our impact and theirs.

Job Summary

Reporting to the Senior Development Officer, Annual Giving, the Development Officer, Community Giving coordinates and implements Toronto Humane Society's community and third-party fundraising initiatives. They have oversight of the community giving and third-party fundraising revenue stream. Key areas of focus include, strategy development, new revenue acquisition, growth of existing revenue as well as implementation and ongoing monitoring of results.

The Development Officer, Community Giving influences and shapes key stakeholder relationships. They will be responsible Toronto Humane Society's fundraising engagement within the community, including but not limited to, attending and representing Toronto Humane Society at community run events, encouraging and supporting current stakeholders in their personal fundraising efforts, and managing and improving giving on third-party platforms (e.g., ECHOAge, Canada Helps etc.). This role will work within the team and across the organization to ensure an integrated approach throughout the donor lifecycle, across all channels.

Competencies

- Communication – Written & Oral
- Project Management
- Strategic and Creative Thinking
- Adaptability/Flexibility
- Resourcefulness
- Time Management
- Passionate/Driven
- Teamwork
- Attention to Detail
- Organization
- Professionalism

Job Duties

Community Giving and Third-Party Fundraising:

- Develops and implements an annual community giving plan that maximizes net income and achieves overall program targets and objectives.
- Applies appropriate innovations within community giving fundraising by adjusting strategies and tactics.
- Supports the Senior Development Officer, Annual Fund and Director, Integrated Marketing and Development to develop and implement a strategy that achieves revenue targets, maximizes net income, and meets established performance metrics and objectives in alignment with our values as an organization.
- Use existing and new networks to maximise potential fundraising activities, whilst deepening supporter/donor relationships to drive second actions.
- Manage key relationships by planning, developing, and implementing customized strategies.
- Coordinates with external agencies and internal resources in the delivery of community giving and third-party fundraising initiatives by developing revenue and communications objectives, providing strategic directions, approving copy and creative, and facilitating required donor data.
- Explore new third-party fundraising online platforms to expand reach.
- Identify opportunities, test, and adjust plans as needed to pilot new opportunities.
- Engage Volunteers and different stakeholder groups as gift stewards for Toronto Humane Society.
- Analyzes performance and effectiveness against set benchmarks and performance metrics.
- Produces timely reports showing performance against targets and analytics related to our supporters.
- Works closely with the Database Administration Team to ensure data integrity, effective data capture, and identify data opportunities and challenges.
- Manages and maintains inventories of community giving and third-party fundraising materials.
- Continually monitor and evaluate industry trends to identify new and innovative opportunities.
- Assists and guides other members of the team on community giving methods and protocols.
- Be present and support the execution of other organization campaigns and events.
- Ensures that all direct response program initiatives comply with national and provincial regulations including, but not limited to PIPEDA, CRA, CMA, Imagine Canada's Ethical Fundraising and Financial Accountability Code and AFP's Code of Ethical Principles and Standards.

Management & Administration:

- Responsible for the supervision of allocated staff and volunteers, including scheduling, reviewing work, training, and assisting with personnel action such as hiring, transferring, promoting, disciplining, and conducting performance reviews.
- Support, coach, mentor and develop staff and volunteers, including overseeing new employee onboarding and assist with career development planning and opportunities.
- Development, execution, and adherence to budget of related oversight area,
- Ensures proper reporting of funds provided to finance department.
- Foster, promote, support and drive inclusion and influence others to promote, embrace and progress Diversity, Equity & Inclusion at Toronto Humane Society.
- Liaise among management and other stakeholders to ensure that goals are achieved, processes are improved, and resolutions provided to problems.
- Lead and foster an environment of teamwork and cooperation.
- Cooperate with other staff members to ensure efficiency of care and support for donors.
- Participate in the development and maintenance of policies/protocols related to area of oversight.
- Attend and participate in workshops, seminars, and in-service training to further personal education, skills, and training as required.

- Present a positive and professional image of the organization when interacting with donors, employees, clients/customers, visitors, and other external stakeholders.
- Maintain a high level of confidentiality in all interactions.
- Work in compliance with the provisions of the Ontario Health and Safety Act and its regulations, including understanding and adhering to the requirements of the Health and Safety Manual, and any other rules and regulations established by Toronto Humane Society.
- Other duties as required in the day-to-day operation of the organization.

Job Requirements.

- University degree, post-secondary diploma in Marketing/Fundraising or related field, and
- CFRE Designation or pursuit thereof, and
- A minimum of five (5) years of progressive experience in fundraising
- At least 2 years of management experience, staff and/or volunteers,
- Or an equivalent combination of education and experience sufficient to successfully perform the essentials duties of the role.
- Demonstrated knowledge of the principles and practices associated with community giving and third-party fundraising.
- Excellent written and spoken skills in English required, including the ability to communicate complex issues in a way that is concise, professional, and easily understood.
- Exceptional stewardship skills to guide, support and retain volunteers, supporters, and donors by demonstrating in-depth knowledge and understanding of the supporter/donor journey.
- Strong organizational, project management and time management skills with the ability to prioritize and manage conflicting demands.
- Meticulous records maintenance skills and strong understanding of data integrity.
- Superior public relations skills with experience working directly with donors.
- Proven capacity to work in a self-directed manner as well as demonstrated capacity to work collaboratively with other staff and volunteers.
- High proficiency using computer applications including Microsoft Word, Excel, PowerPoint and Contact Management Systems (Raisers Edge is an asset).
- A clear and solid understanding of the issues faced by the organization and the industry.
- Valid driver's license (Equivalent to Ontario G2 License).

Work Conditions

- Interaction with donors, employees, management, and the public at large, under varying circumstances, including situations of a highly sensitive nature.
- Flexible hours, including nights, weekends, and holidays.
- May be required to work long hours.
- High levels of stress and pressure.
- Opportunity to work remotely.
- May involve the lifting, carrying, pushing, and/or pulling of heavy to moderately heavy objects and materials.
- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, odors, wetness, noise extremes, hazardous materials, toxic agents, animal/wildlife attacks, animal bites, disease, pathogenic substances, or rude/irate customers.

Benefits of Working at Toronto Humane Society

- Paid Time Off
 - 3 weeks vacation
 - Paid sick time
 - 2 float days
- RRSP Matching Program
- Comprehensive Health Benefits including:
 - Prescription Drug Coverage
 - Paramedical Coverage
 - Vision
 - Dental
 - Out of Country
 - Life Insurance
- Employee Assistance Program
- Employee Discounts on:
 - Pet Insurance
 - Pet Adoption
 - Pet Medical Procedures
 - Pet Training/Behavioural Classes
 - Pet Food and Supplies
 - Toronto Humane Society Apparel
- Opportunity for hybrid work
- Flexible working hours
- Growth & development encouraged and supported
- On-site parking

This position is **not unionized**.

- Interested applicants should forward a copy of their resume to:
hr@torontohumanesociety.com

Toronto Humane Society is committed to building and sustaining a diverse and equitable workplace where people's unique backgrounds, experiences, and perspectives are valued, respected, and welcome. We recognize that a diverse and empowered workforce helps us better serve our animals, clients, and community and contributes to Toronto Humane Society's overall growth and success. Therefore, we strongly encourage qualified applications from underrepresented and equity-deserving groups within the animal welfare sector, including Indigenous, Black, racialized, immigrant, 2S/LGBTQ+, and people with disabilities.

Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the Bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.